



- (51) **International Patent Classification:**
G06Q 10/00 (2012.01)
- (21) **International Application Number:**
PCT/EP2011/074124
- (22) **International Filing Date:**
28 December 2011 (28.12.2011)
- (25) **Filing Language:** English
- (26) **Publication Language:** English
- (30) **Priority Data:**
10306534.8 28 December 2010 (28.12.2010) EP
12/930,226 30 December 2010 (30.12.2010) US
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(81) **Designated States** (unless otherwise indicated, for every kind of national protection available): AE, AG, AL, AM, AO, AT, AU, AZ, BA, BB, BG, BH, BR, BW, BY, BZ, CA, CH, CL, CN, CO, CR, CU, CZ, DE, DK, DM, DO, DZ, EC, EE, EG, ES, FI, GB, GD, GE, GH, GM, GT, HN, HR, HU, ID, IL, IN, IS, JP, KE, KG, KM, KN, KP, KR, KZ, LA, LC, LK, LR, LS, LT, LU, LY, MA, MD, ME, MG, MK, MN, MW, MX, MY, MZ, NA, NG, NI, NO, NZ, OM, PE, PG, PH, PL, PT, QA, RO, RS, RU, RW, SC, SD, SE, SG, SK, SL, SM, ST, SV, SY, TH, TJ, TM, TN, TR, TT, TZ, UA, UG, US, UZ, VC, VN, ZA, ZM, ZW.

(84) **Designated States** (unless otherwise indicated, for every kind of regional protection available): ARIPO (BW, GH, GM, KE, LR, LS, MW, MZ, NA, RW, SD, SL, SZ, TZ, UG, ZM, ZW), Eurasian (AM, AZ, BY, KG, KZ, MD, RU, TJ, TM), European (AL, AT, BE, BG, CH, CY, CZ, DE, DK, EE, ES, FI, FR, GB, GR, HR, HU, IE, IS, IT, LI, LU, LV, MC, MK, MT, NL, NO, PL, PT, RO, RS, SE, SI, SK, SM, TR), OAPI (BF, BJ, CF, CG, CI, CM, GA, GN, GQ, GW, ML, MR, NE, SN, TD, TG).

Published:

— with international search report (Art. 21(3))

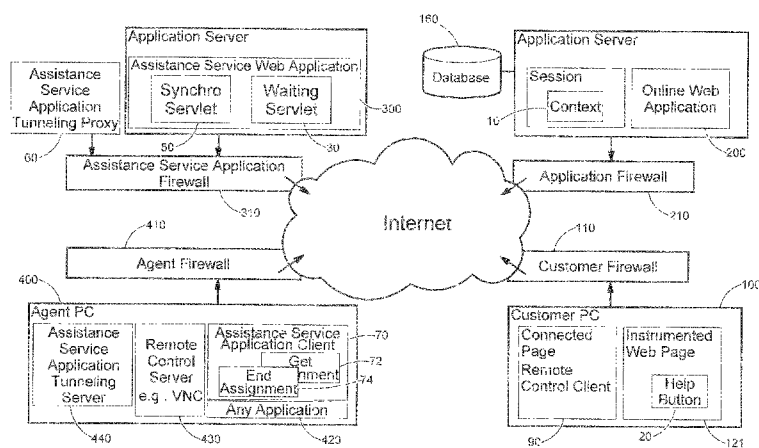
(54) Title: METHOD OF PROVIDING ASSISTANCE TO THE END-USER OF A SOFTWARE APPLICATION

FIG. 3a

(57) **Abstract:** A method of providing assistance to a remote end-user of an end-user software application (120, 200) from an agent of an assistance center is described. All the transactions initiated by the end-user of the end-user software application (120, 200) are recorded in a contextual database locally, for applications running exclusively on customer PC, or remotely, for Web applications). Instrumented pages are delivered to the end-user. They include each a help request means. A server of a desktop sharing application is installed in the PC of the agent. When the end-user is requesting assistance all the entries already made by the end-user on a current instrumented page are uploaded. A waiting page and a client side of the desktop sharing application are also downloaded to the PC of the end-user. The end-user to be assisted is assigned to the agent when available. Then, PC of the agent gets a clone of the current instrumented page from the contextual database and a secure communication tunnel between the agent and the end-user is established. The client side of the desktop sharing application is finally activated on the customer PC which lets end-user view desktop of the PC of the agent and allows starting an assistance session between the agent and the end-user. All that being done without any software pre-installation on the client PC.